

About this guide

Who should use this guide

This guide is written for Meridian Interactive Voice Response (IVR) value-added developers, distributors, installers, and system administrators.

This guide assumes that you have a basic knowledge of UNIX and are familiar with Meridian Mail.

How to use this guide

This guide contains the following chapters and appendices:

Chapter 1: System configuration

Provides an overview of basic concepts that allow you to configure a Meridian IVR system.

Chapter 2: File backup and restore

Introduces the backup tool and its uses.

Chapter 3: Managing prompts

Explains how to create and modify voice prompts using the Voice Prompt Editor. As well, this chapter introduces how to transfer, back up, or restore prompts with the Voice Prompt Transfer tool.

Chapter 4: Managing applications

Explains how to load, unload, start, and stop applications along with how to assign applications to different channels.

Chapter 5: Running reports

Outlines the various reports that you can generate with the Systems Report option.

Chapter 6: Using information databases

Provides an overview of the Meridian IVR built-in database facility.

Appendix A: Standard prompts

Lists the standard English and French prompts.

Appendix B: Host error messages

Lists the host error messages, provides a summary of each message's meaning, and suggests what action you can take for each message.

Appendix C: Tools

Describes the tools available on Meridian IVR 2.0/I.

Appendix D: Error codes and severity levels

Describes how the severity file translates a log event into a severity level, text string and action.

Appendix E: Connectivity diagrams for Meridian IVR and Meridian Mail.

Illustrates various methods of connecting the Meridian IVR Application Processor to Meridian Mail, and provides guidelines for each configuration.

Additional Meridian IVR guides

You may find the following manuals useful while reading this guide.

Manual	NTP Number
<i>Meridian IVR Product Guide</i>	555-9001-010
<i>Meridian IVR Planning and Engineering Guide</i>	555-9001-200
<i>Meridian IVR Installation Administration</i>	555-9001-210
<i>Meridian IVR Getting Started Guide</i>	555-9001-301
<i>Meridian IVR Application Development Guide</i>	555-9001-310
<i>Meridian IVR 3270 Gateway Development Guide</i>	555-9001-312
<i>Meridian IVR SQL Server Guide</i>	555-9001-314
<i>Meridian IVR VT100 Gateway Development Guide</i>	555-9001-316
<i>Meridian IVR 5250 Guide</i>	555-9001-318
<i>Meridian IVR Fax Application Guide</i>	555-9001-350
<i>Meridian IVR Maintenance and Diagnostics Guide</i>	555-9001-500

Other documentation

The following documents are also referred to in this guide.

Manual	NTP Number
<i>Meridian ACCESS Developer's Guide</i>	555-7001-316
<i>Meridian Mail Site and Installation Planning</i>	555-70x1-200
<i>Meridian Mail System Administration Tools</i>	555-7001-305
<i>Meridian Mail System Administration Guide</i>	555-7001-300

Conventions used in this guide

Throughout this guide, several typographic conventions have been used to highlight certain types of information:

- Buffer names are shown in all upper-case characters—for example, the CURRENT MESSAGE buffer.
- Commands you must type are shown in bold—for example, type **sam** at the prompt.
- Key names you press are enclosed in angle brackets—for example, the <Enter> key.
- Softkeys shown on the screen that are mapped to function keys are enclosed in square brackets—for example, the [Save] softkey.
- Variables shown in command lines appear in italics—for example, the host_cfg*n* file, where *n* is a variable representing a board number.
- Screen output is shown in *courier*.